

REMITTANCE PROCESSING/RECORDS MANAGEMENT MANAGER

DISTINGUISHING FEATURES

The fundamental reason the Remittance Processing/Records Management Manager exists is to direct, supervise and provide technical assistance to the work unit that is responsible for all payment processing, in person or by mail and for records management and retention in the Customer Service Department. This classification is supervisory. Work is performed under general supervision by the Customer Service/Tax Audit Director.

ESSENTIAL FUNCTIONS

Plans, trains, assigns and reviews work of employees supervised, prepares performance measures and assists in hiring of personnel for better delivery of service.

Supports employee involvement in decision making to assist them in meeting individual goals and promotes positive employee attitudes.

Supports other staff members and is a team player by helping other personnel accomplish goals. Listens and communicates effectively with staff and customers.

Assists with preparation of section budgets and objective statements; monitors budget expenditures to save taxpayers money and to continually improve service to the customer.

Coordinates payment processing and records management activity with Tax and License Registration, Utility Billing, Meter Reading, Revenue Recovery, Accounting and any other work units approved to receive service through this work unit.

Investigates and resolves customer complaints.

Prepares correspondence regarding City services; prepares or directs the preparation of activity reports, statistics and management reports.

Directs individual accomplishments toward organizational objectives.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Electronic data processing reporting systems.

Accounting and budget practices commonly used in governmental agencies.

Remittance processing equipment.

Employee supervision and training techniques.

Ability to:

Operate a variety of standard office equipment including a computer terminal, a variety of computer software, telephone, copy and fax machine, scanner, automated letter opener and remittance processing equipment requiring continuous and repetitive arm, hand and eye movement.

Observe, review and check the work of staff members to ensure conformance to standards.

Perceive and interpret customer needs and translate them into effective solutions and operational policy.

Comprehend and make inferences from written material and verbal and /or written instructions.

Interpret City ordinances.

Make complex arithmetic computations; prepare statistical reports; maintain financial records.

Communicate effectively verbally and in writing with all levels of City staff and the general public.

Establish and maintain effective working relationships with citizens and City employees at all levels.

Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of education and experience equivalent to a high school diploma or GED and three years municipal customer service experience. Experience in remittance and payment processing and records management highly desirable.

FLSA Status: Exempt

HR Ordinance Status: Unclassified